

## Incident Detail Report

Data Source: Data Warehouse  
 Incident Status: Closed  
 Incident number: 15057338  
 Case Numbers: AFD -2015-0044246  
 Incident Date: 6/10/2015 17:55:21  
 Last Updated: 4/10/2017 14:34:29

### Incident Information

Incident Type:	C - Medical Priority 5	Alarm Level:	
Priority:	4F	Problem:	LAC1 - Lift Assist Code 1
Determinant:		Agency:	FIRE
Base Response#:	2015-161-0096527	Jurisdiction:	AFD
Confirmation#:		Division:	AFD_B05
Taken By:	RANGEL, PHILLIP	Battalion:	AFD_BAT05
Response Area:	00-4205	Response Plan:	00*ABIA-C - Medical Priority 5
Disposition:	SrvOth - Services Other	Command Ch:	
Cancel Reason:		Primary TAC:	AT FCOM S
Incident Status:	Closed	Secondary TAC:	AT MCOM-S
Certification:	ENG	Delay Reason (If any):	
Longitude:	97664896	Latitude:	30202205

### Incident Location

Location Name:	GATE 5 ABIA	County:	TRAVIS
Address:	545 Abia Way	Location Type:	Airport Boarding Gate
Apartment:		Cross Street:	APRON WAY/PRESIDENTIAL BLVD
Building:		Map Reference:	647S
City, State, Zip:	AUSTIN TX 78719		

### Call Receipt

Caller Name:		Call Back Phone:	
Method Received:		Caller Location:	
Caller Type:			

### Time Stamps

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	6/10/2015	17:55:20				
1st Key Stroke	6/10/2015	17:55:21			Received to In Queue	00:00:28
In Waiting Queue	6/10/2015	17:55:50			Call Taking	00:01:37
Call Taking Complete	6/10/2015	17:56:58	RANGEL, PHILLIP		In Queue to 1st Assign	00:00:25
1st Unit Assigned	6/10/2015	17:56:16			Call Received to 1st Assign	00:00:55
1st Unit Enroute					Assigned to 1st Enroute	
1st Unit Arrived	6/10/2015	17:56:35			Enroute to 1st Arrived	
Closed	6/10/2015	18:28:02	VisiNetMobileInterface		Incident Duration	00:32:42

### Resources Assigned

Unit	Flag	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
AFR02	Y	17:56:16	SrvOth - Services Other			17:56:47			18:28:02			
AFR05	N	17:56:16	SrvOth - Services Other			17:56:35			18:17:27			

### Personnel Assigned

Unit	Name
AFR02	RUIZ, LORENZO E (FD000682) - AFD - Active
AFR05	CRAIG, STEVEN W (FD001295) - AFD - Active; HINOJOSA, STEVEN M (FD000868) - AFD - Active; TRECKMAN, TIMOTHY J (FD000767) - AFD - Active

### Pre-Scheduled Information

No Pre-Scheduled Information

### Transports

No Transports Information

### Transport Legs

No Transports Information

### Comments

Date	Time	User	Type	Conf.	Comments
6/10/2015	17:56:16	TSSIntRMS: ZollFireRMS__Ne	Response		External Case Number 'AFD -2015-0044246' added for AFD.
6/10/2015	17:56:32	FD001430	Response		Updated SOP information is available
6/10/2015	17:56:32	FD001430	Response		[Notification] [FIRE]-Problem changed from HOLD to LAC1 - Lift Assist Code 1 by FIRE
6/10/2015	17:57:26	FD001430	Response		Lift assist at Gate 05 per Afr02

### Address Changes

No Address Changes

### Priority Changes

Date	Time	Changed from Priority	Reason	User
6/10/2015	17:56:32	6H	ADDL - Additional Information	PR

### Alarm Level Changes

No Alarm Level Changes

### Activity Log

EXHIBIT B

Date	Time	Radio	Activity	Location	Log Entry	User
6/10/2015	17:55:50		Incident in Waiting Queue			FD001430
6/10/2015	17:55:50		SOP Displayed		HOLD	CN:AS
6/10/2015	17:55:50		CN:AlertSent (ID=1)		[IN QUEUE] Inc# (15057338) 545 Abia Way : 6H	CN:AL
6/10/2015	17:55:50		CN:AlertACK (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by [NOFFSINGER, DOYLE G] (PerID=6252)	CN:AL
6/10/2015	17:55:50		CN:AlertACK (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by [STEPHENSON, LAURA L] (PerID=6314)	CN:AL
6/10/2015	17:55:50		CN:AlertACK (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by [PETTIT, MICHAEL J] (PerID=6503)	CN:AL
6/10/2015	17:55:50		CN:AlertACK (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by [CRUM, ROBERT E] (PerID=6939)	CN:AL
6/10/2015	17:55:51		Incident in Waiting Queue Timer Clear			
6/10/2015	17:56:16	AFR02	DISP	545 Abia Way [GATE 5 ABIA]	Response Number (2015-161-0096527)	FD001430
6/10/2015	17:56:16	AFR05	DISP	545 Abia Way [GATE 5 ABIA]	Response Number (2015-161-0096528)	FD001430
6/10/2015	17:56:16		Read Incident		Incident 864 was Marked as Read.	FD001430
6/10/2015	17:56:26		MultiAgencyResponse		A Change in the Problem from HOLD to LAC1 - Lift Assist Code 1 has resulted in the recommendation of the following additional agencies AUSTIN-TRAVIS COUNTY EMS	FD001430
6/10/2015	17:56:32		MultiAgencyResponse		The following additional Agencies have been sent because of a Problem/Nature change:AUSTIN-TRAVIS COUNTY EMS	FD001430
6/10/2015	17:56:32		SOP Updated		Updated SOP Information is available	FD001430
6/10/2015	17:56:32		CN:AlertSent (ID=2)		[PROBLEM CHANGE] Units (AFR02,AFR05) 545 Abia Way : To (LAC1 - Lift Assist Code 1)	CN:AS
6/10/2015	17:56:32		SOP Displayed		LAC1	FD001430
6/10/2015	17:56:32	AFR02	Change Unit Priority		Change Unit Priority from 6H to 4F	FD001430
6/10/2015	17:56:32	AFR05	Change Unit Priority		Change Unit Priority from 6H to 4F	FD001430
6/10/2015	17:56:35	AFR05	ONSC	545 Abia Way		VisiNet
6/10/2015	17:56:47	AFR02	ONSC	545 Abia Way		FD001430
6/10/2015	17:56:58		UserAction		User clicked Exit/Save	FD001430
6/10/2015	17:57:09		CN:AlertACK (ID=2)		Alert ACK via [Checkbox Click] by [RANGEL, PHILLIP] (PerID=6665)	CN:AL
6/10/2015	17:57:28		UserAction		User clicked Exit/Save	FD001430
6/10/2015	17:58:20		CN:AlertACK (ID=2)		Alert ACK via [Checkbox Click] by [PETTIT, MICHAEL J] (PerID=6503)	CN:AL
6/10/2015	17:58:59		CN:AlertACK (ID=2)		Alert ACK via [Checkbox Click] by [STEPHENSON, LAURA L] (PerID=6314)	CN:AL
6/10/2015	18:17:27	AFR05	AVCL	545 Abia Way [GATE 5 ABIA]		VisiNet
6/10/2015	18:28:02	AFR02	AVCL	545 Abia Way [GATE 5 ABIA]		VisiNet
6/10/2015	18:28:02		Response Closed	GATE 5 ABIA		VisiNet
6/10/2015	19:41:02		CN:AlertACK (ID=2)		Alert ACK via [Checkbox Click] by [CRUM, ROBERT E] (PerID=6939)	CN:AL
6/10/2015	20:32:07		CN:AlertACK (ID=2)		Alert ACK via [Checkbox Click] by [NOFFSINGER, DOYLE G] (PerID=6252)	CN:AL

Edt Log	Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
	6/10/2015	17:55:24	Address	(Blank)	abia	New Entry	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Jurisdiction		AFD	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Division		AFD_B05	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Battalion		AFD_BAT05	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Response_Area		00-4205	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	ResponsePlanType 0		0	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Primary_TAC_Channel		AT FCOM S	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Alternate_TAC_Channel		AT MCOM-S	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Address	abia	545 ABIA WAY	Premise Verified	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	City	0	AUSTIN	Updated City	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Latitude	0	30202205	Premise Verified	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Longitude	0	97664896	Premise Verified	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:49	Problem		HOLD	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:50	Pickup_Map_Info		647S		Response_Transports	AFD04	FD001430
	6/10/2015	17:55:50	Map_Info		647S		Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:50	Caller_Building		2	Polygon Lookup	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:56:16	Read Call	False	True	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:56:32	Current_UnitRespPriorityDesc	AFR02: 6H	4F	ADDL - Additional Information	Response_Vehicles_Assigned	AFD04	FD001430
	6/10/2015	17:56:32	Current_UnitRespPriorityDesc	AFR05: 6H	4F	ADDL - Additional Information	Response_Vehicles_Assigned	AFD04	FD001430
	6/10/2015	17:56:32	Problem	HOLD	LAC1 - Lift Assist Code 1	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:56:32	Response_Plan	00*ABIA-X - No Response	00*ABIA-C - Medical Priority 5	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:56:32	Priority_Description	6H	4F	ADDL - Additional Information	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:56:32	Priority_Number	13	10	ADDL - Additional Information	Response_Master_Incident	AFD04	FD001430

6/10/2015	17:56:32	Incident_Type	X - No Response	C - Medical Priority 5	Additional Information (Response Viewer)	Response_Master_Incident AFD04	FD001430
6/10/2015	17:56:32	Certification_Level	HOLD	ENG	(Response Viewer)	Response_Master_Incident AFD04	FD001430

Custom Time Stamps  
No Custom Time Stamps

Custom Data Fields  
No Custom Data Fields

Attachments  
No Attachment



# Incident Detail Report

## No PCR

Data Source: **RMS**  
Incident #: **15057338**

Data Source: **RMS**Incident Date: **06/10/2015 17:55:20**<http://172.20.68.129/freepub/>

### INCIDENT INFORMATION

<b>IncidentType</b>	C - Medical Priority 5	<b>Alarm Level</b>	
<b>Priority</b>	4F	<b>Problem</b>	LAC1 - Lift Assist Code 1
<b>Base Response #</b>	2015-161-0096527	<b>Agency</b>	FIRE
<b>Taken By</b>	RANGEL, PHILLIP	<b>jurisdiction</b>	AFD
<b>Response Area</b>	00-4205	<b>Division</b>	AFD_B05
<b>Disposition</b>	SrvOth - Services Other	<b>Battalion</b>	AFD_BAT05
<b>Cancel Reason</b>		<b>Response Plan</b>	00*ABIA-C - Medical Priority 5
		<b>Command Ch</b>	
<b>Certification</b>	ENG	<b>Primary TAC</b>	AT FCOM S
		<b>Secondary TAC</b>	AT MCOM-S

### INCIDENT LOCATION

<b>Location name</b>	GATE 5 ABIA	<b>County</b>	Travis
<b>Address</b>	545 Abia Way	<b>Location Type</b>	Airport Boarding Gate
<b>Apartment</b>		<b>Cross Street</b>	APRON WAY/PRESIDENTIAL BLVD
<b>Building</b>			
<b>City, State, Zip</b>	AUSTIN, TX 78719	<b>Map Reference</b>	647S
		<b>Fire Box</b>	

### CALL RECEIPT

<b>Method Rcvd.</b>		<b>Call Back Phone</b>	
<b>Caller Type</b>		<b>Caller Location</b>	

### TIME STAMPS

### ELAPSED TIMES

<u>Description</u>	<u>Date</u>	<u>Time</u>	<u>Description</u>	<u>Time</u>
Phone Pickup	06/10/2015	17:55:20	Received to In Queue	00:00:00
1st Key Stroke	06/10/2015	17:55:21	Call Taking	00:01:38
In Waiting Queue	06/10/2015	17:55:50	In Queue to 1st Assign	00:00:00
Call Taking Complete	06/10/2015	17:56:58	Call Received to 1st Assign	00:00:00
First Unit Assigned	06/10/2015	17:56:16	Assigned to 1st Enroute	00:00:00
First Unit Enroute			Enroute to 1st Arrived	00:00:00
First Unit Arrived	06/10/2015	17:56:35	Incident Duration	00:32:42
Closed	06/10/2015	18:28:02		

### RESOURCES ASSIGNED

<u>Unit</u>	<u>Assigned</u>	<u>Enroute</u>	<u>Staged</u>	<u>Arrived</u>	<u>At Patient</u>	<u>Delay Avail</u>	<u>Complete</u>	<u>Cancel Reason</u>
AFR 05	17:56:16			17:56:35			18:17:27	
AFR 02/Ramp	17:56:16			17:56:47			18:28:02	

### ADDRESS DESCRIPTION

<u>Incident Type</u>	<u>Dates / Times</u>	<u>Special Studies</u>
500 Service Call, other	Incident Begin Time 06/10/2015 17:55:20	

<u>N None</u>	<u>Controlled</u>
AidType	Incident End Time 06/10/2015 18:28:02

<u>Actions Taken</u>	<u>Resources</u>	<u>Suppression</u>	<u>EMS</u>	<u>Other</u>
(1) 71 Assist physically disabled	Apparatus	2	0	0
(2)	Personnel	4	0	0
(3)	(Includes Aid Totals)			

**Incident Detail Report**

No PCR

Data Source: RMS

Incident #: 15057338

Data Source: RMS

Incident Date: 06/10/2015 17:55:20

<http://172.20.68.129/freepub/>

<u>Casualties</u>			<u>Estimated Dollar Losses/Values</u>	<u>Hazmat Released</u>
	Deaths	Injuries	Losses	
FireService	0	0	Property	<u>Mixed Use Property</u>
Civilian	0	0	Contents	
<u>Detector Alerted Occupant</u>			<u>Pre-Incident Value</u>	
			Property	<u>Property Use</u>
			Contents	974 Aircraft loading area

RemarksOfficer In Charge

JENNINGS, JAY

Position or RankAssignmentReport Date

06/11/2015

Officer ReportingReporting Officer RankAssignmentReport Date

[None selected], [None selected]

06/11/2015

Incident Narrative

AFR2 and AFR5 responded to Gate 1 as requested by a phone call from Frontier Airlines for assistance helping a disabled passenger board the 737. The aircraft was parked on the Ron out from Gate 2 and with an air-stair attached. We used an aisle chair to take the patient up the stairs.

**APPARATUS INFORMATION**

<u>Unit</u>	<u>AFR 05</u>	<u>Dispatch</u>	<u>Responding</u>	<u>Onscene</u>	<u>Clear</u>
Not Cancelled		06/10/2015 17:56:16		06/10/2015 17:56:35	06/10/2015 18:17:27

Apparatus Narrative

AFR 05 provided manpower for a lift assist onto Frontier Airlines aircraft located at the hardstand using an aisle chair provided by AirOps.

ATTENDEESLast NameFirst Name(TXFR)Rank / TitleUnit

TIM

AFR 05

STEVEN

AFR 05

STEVEN

AFR 05

**APPARATUS INFORMATION**

<u>Unit</u>	<u>AFR 02/Ramp</u>	<u>Dispatch</u>	<u>Responding</u>	<u>Onscene</u>	<u>Clear</u>
Not Cancelled		06/10/2015 17:56:16		06/10/2015 17:56:47	06/10/2015 18:28:02

Apparatus Narrative

See NFIRS.

**Citizen Assistance Form**  
**CAF #8592 – Email Response**  
July 20, 2015

Citizen: Maxine White  
[Maxwhite50@yahoo.com](mailto:Maxwhite50@yahoo.com)

Dear Ms. White,

Thank you for contacting us to communicate your concerns with regards to your recent flight into Austin-Bergstrom International Airport (ABIA). We strive to provide all customers with excellent service and value feedback to assist us in further improving our operations.

With regards to your specific incident with flying with Frontier Airlines, we have followed up with the airline to ensure they are aware of their requirements to provide sufficient equipment to support their operations.

In addition to meeting with the airline, the Aviation Department has purchased an air stair with a wheelchair lift. The air stair is designed to accommodate various aircraft classes that operate at the airport. The lift will be used in anomalies and emergencies to ensure the safe loading and disembarkation of passengers from planes.

The Aviation Department is committed to providing excellent customer service to all users at ABIA. Our staff is dedicated to working to ensure that everyone that comes through the airport is treated with respect and dignity.

Sincerely,

Stephanie Tucker  
Airport Property Manager

cc: Steve Adler, Mayor, City of Austin  
Marc A. Ott, City Manager  
Jim Smith, Executive Director, Department of Aviation  
Patti Edwards, Chief Operations Officer, Department of Aviation  
Susana Carbajal, Assistant Director, Department of Aviation  
Robert Mercado, Project Manager, Department of Aviation  
Judy Wallace, Assistant Director, Human Resources Department